

# 15: Technology in the Housekeeping Department

## This chapter will help you to:

- Understand the importance of deploying intelligent rooms division technology.
- Evaluate the latest technology used in the housekeeping department.
- Review the role of technology in the post Covid-19 world.

The leading housekeeping departments have adopted world class technology in recent times to offer seamless service to the guests. Housekeeping is the largest payroll, labour-intensive and task-driven department and is critically responsible for a positive guest experience. In the competitive world, hotels are seeking digital transformation to offer their guests innovative services. The housekeeping operation is complex and often changes with the changing needs and expectations of the guests. Technology can greatly support housekeepers and ensure the operation is simplified and streamlined to give effective service delivery. E-housekeeping has brought all the housekeeping operations and other related tasks to a touch of a button at our fingertips.

The impact of COVID-19 has developed strong technological advancement in the hospitality industry. Hotels are spending in systems and technology that help automate procedures, save costs, and improve the guest experience.

## Software and apps

The adoption of housekeeping management software impacts the overall revenue by speeding up the process, thus lowering the cost and resulting in improved guest experience. The key to success in today's competitive environment is observation, innovation, and adaptation. Software adds value to the service from the room assignment to the room check, and real time room status notifications, and it allows access from employees at all the levels.

Communication between the departments has become quicker, smoother and quieter, as staff do not need to speak to co-ordinate. The additional benefit this software has brought is accounting for the productivity of the room attendant and other housekeeping staff, as it records the time spent in cleaning or inspecting a guest room.

## Integration of PMS with other software

A property management system (PMS) is used by most of the hotels to manage their day-to-day operations and activities. While the core of the PMS is concerned with front-office operations, such as reservations, check-in/check-out, room assignment, managing room rates, and billing, the potential of a PMS can be magnified once it is integrated with the other systems and software. The PMS most commonly used by luxury hotels is Opera developed by Oracle Hospitality. (<https://www.oracle.com/uk/hospitality/>)

Some of the common integrations are:

- 1 Integration with channel managers:** Two-way integration between the PMS and channel managers like online travel agents, Global distribution system and metasearch channels, allows automatic updates of the inventory, thus saving time and improving accuracy.
- 2 Integration with payment gateways:** Today most transactions are done through credit cards. A payment gateway integration with the PMS allows the automatic posting of the transactions which saves time, and ensures enhanced security in the online booking system.
- 3 Integration with the room locks:** A room access solution is integrated with the PMS which makes the check-in seamless and contactless as the key is encoded while registering the guest.
- 4 Integration with the point of sale (POS)** allows for the task to be completed in a real-time, reducing administrative tasks (compared to a manual system), reducing discrepancies, avoiding customer dissatisfaction, and preventing loss of revenue.
- 5 Integration with the Revenue Management System (RMS)** results in better inventory and pricing control, and forecasting. Thus, the integration of the two allows enhanced efficiency and revenue.
- 6 Integration with the messaging system** allows hotel and guests to communicate instantly and the guest experience throughout their journey is made more efficient.